

Claims Coordinator Job Description

Position Title: Claims Coordinator	Department: Programs	Reports to: Director of Programs	FLSA Designation: Non-exempt
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Details: The Western United States Agricultural Trade Associations (WUSATAs) mission is to increase international growth of Western agribusiness by providing financial support, export readiness and business development services to companies located in the thirteen Western United States, Guam, and the Commonwealth of the Northern Mariana Islands. We achieve organizational excellence through efficient and effective people, systems, and processes.

Purpose of Position:

To review and process all WUSATA expense claims for reimbursement, provide excellent customer service to cross-functional team members and program participants through the claims process. This position may also provide other administrative support for various areas of the organization.

Responsibilities

- Evaluate and determine reimbursement eligibility for claims submitted by program participants, ensuring accurate and timely processing.
- Adhere to claims processing timelines and maintain open communication with direct supervisor to proactively address any emerging issues.
- Maintain and update CRM records in the Backoffice system and SharePoint, ensuring data integrity and accurate tracking throughout the claims lifecycle.
- Collaborate with the supervisor and Director of Programs to resolve claims-related issues, including ineligible claims and missing documentation.
- Process and review all claims in accordance with the United Export Strategy (UES), external guides, and internal program policies to ensure proper expense allocation.
- Promptly escalate any suspected fraudulent activity to the supervisor and Director of Programs.
- Process claims in full compliance with the Market Access Program (MAP), Regional Agricultural Promotion Program (RAPP), America First Trade Promotion Program (AFTPP), federal travel regulations, and all applicable internal policies and guidelines.
- Maintain thorough and organized claims documentation in accordance with mandatory record retention requirements.
- Champion a workplace culture grounded in trust, service, integrity, excellence, and accountability.
- Create, model, and maintain a work culture that supports and values inclusion, equity, and diversity

Supportive Functions:

In addition to performance of the essential functions, this position may be required to perform a combination of supportive functions as other duties assigned, with the percentage of time performing each function to be solely determined by your department leader based upon the requirements of the company.

Other Duties:

Positively contribute to the WUSATA culture through understanding, supporting, and participating in the company mission, vision, and values. Demonstrate working knowledge of the service standards. Regular attendance in conformance with the standards, which may be established by WUSATA from time to time, is essential to the successful performance of this position.

Required Competencies:

WUSATA Core Values

Trust

We have confidence in our collective experience, knowledge, and professional connections to deliver meaningful results to those who put their trust in us.

Service

We support, guide, and empower each other by treating our companies, partners, and team members as individuals. We succeed when you succeed.

Integrity

We are committed to being honest, transparent, and responsible in all communications which drives our team to consistently do what is right.

Excellence

We take pride in our work and are committed to excellence in all aspects of our organization. Passion, energy, and enthusiasm are at the heart of every decision we make and every action we take.

Accountability

We are consistent and dependable. We take responsibility to get it done.

Specific Job Knowledge, Skill, and Ability

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he, she or they can perform the essential functions of the job, with or without reasonable accommodation.

- Ability to learn, interpret, and apply Market Access Program (MAP), Regional Agricultural Promotion Program (RAPP), America First Trade Promotion Program (AFTPP), and other federal and state rules and regulations as related to the responsibilities of the position

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- Detail oriented - the data integrity is very important in this role and all of the documentation that goes with it
- Requires the ability to communicate effectively both orally and in writing with team, members and company participants
- Requires excellent organizational skills and attention to detail
- Highly proficient with Microsoft Office Suite and other Cloud based systems
- Requires excellent organizational skills and attention to detail
- Detailed and quality oriented
- Ability to research and work within several computer applications simultaneously
- Ability to routinely and independently exercise sound judgment in decision-making
- Ability to travel overnight domestically up to 5%

Minimum Qualifications:

- Associate's degree in business, accounting or another related field
- 3-5 years' experience in claims processing, A/P, A/R, or another related field
- Excellent organization skills
- Outstanding attention to detail
- Strong analytical skills
- Excellent communications skills; oral, verbal, and written
- Strong customer service skills
- Proven ability to track, monitor and report on a variety of project and third-party activities
- Proficient in Microsoft Office Suite

Benefits:

- Employer paid medical, dental, short-term disability, long-term disability, life-insurance coverage for employee.
 - Family benefits included at a cost to employee
- Flexible Spending Account
- Participation in 401k plan with employer match 100% up to 6%
- 12 Paid Holidays
- Paid Time Off Plan
- Sick Paid Time off Plan
- Flexible Work Schedule
- Recognition Program

Compensation Range Based on Experience:

This position is non-exempt with a wage band ranging from \$22/hour to \$28/hour.

WUSATA is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.



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I HAVE READ AND UNDERSTAND THE POSITION DESCRIPTION INFORMATION AND HEREBY STATE THAT I CAN PERFORM THE RESPONSIBILITIES AND ESSENTIAL FUNCTIONS OF THE JOB WITH OR WITHOUT REASONABLE ACCOMMODATION.

Print Team Member Name

Team Member Signature

Date